

NEWS RELEASE

Task Force Hope, Mississippi

U.S. Army Corps of Engineers
Mississippi Recovery Field Office Rear
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FOR IMMEDIATE RELEASE

CORPS OPENS PHONE LINE FOR PRIVATE PROPERTY DEBRIS CLIENTS

February 6, 2006 0600 HRS CST

MISSISSIPPI GULF COAST ... If you are one of the 20,000 Katrina victims who have requested FEMA debris removal assistance from your private property, the Army Corps of Engineers has opened a 24-hour customer service phone line to allow you to report concerns about any aspect of the work.

“Our debris clients need a very clear, quick path to report problems with their debris removal,” said Michael Logue, public affairs officer for Task Force Hope, Mississippi.

The phone line will allow private property debris clients to file a trouble ticket with a live technician, or voice mail if the phone lines are busy or the calls are received after hours.

The voice mail message will be given the same priority as a live message.

“We don’t want folks to feel like they have to keep calling until they get the live person to get action. The voice mail and live technician work exactly the same way. We just need your information to generate a trouble ticket.”

Logue said the live technician will not be able to forecast work or resolve debris or other recovery issues.

Trouble tickets will be given to debris management specialists twice daily.

“Our goal is a follow up to the caller within 24 hours,” Logue said.

The Corps asks callers to be prepared to provide name, phone number, ROE number, property address, and a very brief description of the issue.

The phone line is 601-631-5065. Live hours are 9 a.m. to 4 p.m., Monday thru Friday.

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MEDIA REPS: For more information, contact Michael Logue, Chief, Public Affairs, Vicksburg District (601) 631- 5052, 601-529-5052 cell or reply to this e-mail. Alicia Embrey is our public affairs media manager for the Mississippi Recovery Field Office on the coast and ready to support you at 918-855-7759. Her deputy is Diana Fredlund. Reach Diana at 703-254-7323. They are ready to help you be a part of our recovery operations. Lots of great stories out there!